Supporting Development and Stability Operations Using Online Tools

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Work Group for Community Health and Development
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Today's Webcast

- Building capacity for development and stability operations
- Demo—Community Tool Box http://ctb.ku.edu
- Dialogue—Building capacity, implications for COIN lessons learned

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Expanded Roles in Conflict Areas

- Defense
- Diplomacy
- Development
  - People working together to create conditions
  - Capacity building

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Development Principles Guiding Stability Operations *(FM 3-07; 6 Oct 2008)*

- **Creating Conditions for Lasting Peace**
  - Core mission
- **Partnership**
  - Collaborate with local partners in all sectors
- **Leadership and Ownership**
  - Build relationships, participation, and commitment of local people
- **Capacity Building**
  - Transfer technical knowledge and skills to local people and institutions

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World Health Organization

Collaborating Centre

Creating Conditions for Development

Health Promotion (W.H.O. def.)—People working together to create conditions for improved health and wellbeing for <u>all</u> those in the community

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Building Capacity for Development, Locally & Globally

- Ability of people to effect change and improvement on important issues:
  - Over time
  - Across concerns

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Building Capacity/Developing Skills Through the Community Tool Box

- **Mission of CTB—***Promoting community health and development by connecting people, ideas, and resources*
- **Freely available** Internet-based resource from KU
- Begun in 1994—writing one section at a time
- **Comprehensive**—Over 7,000 pages of how-to information (e.g., partnerships, planning, evaluation, sustainability)
- Other capabilities: Curriculum; Workstations for collaboration, monitoring and evaluation, etc.

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Capacity/Abilities of Whom?

Whose skills matter in the work of development?

- **People**
  - Professionals (e.g., military, public health)
  - Community leaders and members
- **Organizations**
  - Local Governmental Organizations
  - NGOs and relief organizations

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Global Community of Practice— Who is using the CTB?

- **Director, Iraqi Civic Action Network (NGO)**
  Babylon, Iraq
- **Medical practitioner setting up a community-based organization**
  Nigeria, Africa
- **Community organizer and village pastor**
  Sumatra Island, Metro, Indonesia
- **Community organizer & Head, local NGO**
  Liberia, West Africa
- **Leadership trainer for local organizations**
  Caracas, Venezuela

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What are global CTB users saying?

"It is really a very helpful site for those who want to contribute in the development of community and society. Very good guidelines for people like me working in this field, particularly in Pakistan where there is no such training…a great job, continue serving humanity with your good ideas." *-Syed Abid Gilani, Islamabad, Pakistan*

"… your website…has given me a stepwise explanation on the rudiments of setting up an NGO." *-Chidimma Ajayi, Nigeria*

"The Community Tool Box helps in guiding us in the design of appropriate training materials for TOT (Training of Trainers) in the local community."
-Lawrence George: Monrovia, Liberia: Training local government authorities and community leaders on Liberia's post conflict recovery process.

A resource for building civil society

"[Iraqi Civic Action Network] ICAN's mission is to develop Iraq's civil society groups through capacity building trainings including organizational development and advocacy campaigns, and provide a forum for information exchange on best practices that lead to their growth and development. ICAN conducted several programs aimed to develop and building capacity of many Iraqi NGOs.

…we got benefit a lot from the CTB materials. It helps to develop our skills and increase our knowledge. We hope that CTB adds Arabic language to enable many civil society activists who are indeed to such topics."

-*Salah Albedry, Hilla, Babylon IRAQ,* Executive Director of the Iraqi Civic Action Network (ICAN), an Iraqi NGO established in 2006

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Capacity or ability to do what?
Core competencies for stability tasks

1. **Creating and maintaining partnerships for stabilization** (i.e., security, justice, social well-being)
2. **Assessment** (e.g., understand concerns, grievances)
3. **Analyzing problems** (e.g., identifying key actors, root causes, drivers of conflict)
4. **Developing a framework or model for change**
5. **Developing strategic and action plans**
6. **Building leadership** (stakeholder groups)
7. **Developing an intervention** (for goal areas)
8. **Increasing participation and membership**
9. **Enhancing cultural competence**
10. **Advocating for change** (e.g., tactics, facing opposition)
11. **Influencing policy development**
12. **Evaluating the initiative**
13. **Implementing a social marketing effort**
14. **Writing a grant application for funding**
15. **Improving organizational management and development**
16. **Sustaining the work or initiative**

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Some Challenges/Aims for those doing development work

- Learn key skills
- Solve problems
- Guidance—what to do, when
- Access
  - To what they need
  - When they need it
  - At an affordable cost

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Some Valued Functions and Existing Features of the CTB

- **Learn a skill**—300+ CTB how-to sections
- **Do the work**—Toolkits for 16 core competencies
- **Solve a problem**—Troubleshooting guide
- **Use promising approaches**—Implement key processes (e.g., building collaborative partnerships)
- **Connect with others**—Ask an Advisor and links to related websites
- **Monitoring and evaluation**— (optional) Online Documentation and Support Systems

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The Community Tool Box

ctb.ku.edu

Our Mission

Promoting community health and development by connecting people, ideas and resources

The Community Tool Box is the world's largest resource for free information on essential skills for building healthy communities. It offers over 7,000 pages of practical guidance in creating change and improvement.

To choose your pathway into the CTB, just click on one of the purple tabs at the top of the page or to the right under "What do you want to do today?"

Please click on the options at the bottom of this page to learn more About the CTB, sign up for the eNewsletter and Guestbook, or Contact Us.

Welcome to the Community Tool Box

What do you want to do today?

Learn More about Using the CTB

Read a brief description about how to use the CTB and find a related framework for guiding your community work.

Table of Contents

Practical step-by-step guidance in specific community-building skills is available in over 300 sections.

Do the Work

Toolkits outline key tasks, examples, and support for 16 core competencies or skill areas.

Solve a Problem

Troubleshooting guides identify common challenges in doing this work, reflection questions, and links to supports.

Use Promising Approaches

Support for implementing key processes to promote change and improvement, and links to databases for best practices.

Connect with Others

Learn from others by asking a question of an advisor and linking to other online resources.

Thank you for making a difference!

Customized Services

We offer tailored online and print resources based on the CTB and related capabilities.

- Customized Evaluation and Documentation Systems
- Community Tool Box Curriculum

Welcome to the redesigned CTB!

This fully redesigned web site reflects extensive feedback from CTB users, including through our recent survey. We have improved our navigation and hope you find it more user-friendly. The purple tabs across the top of each page will help you more easily navigate among the different supports. To find helpful tips in using the new site, click on Learn More about Using the CTB. Please visit the Guestbook and let us know what you think!

Click here to see CTB survey results

What Users Are Saying

"It is an absolutely incredible resource. The most comprehensive resource I have found for skill and knowledge based information for our field."

-Laurie Call; Divernon, Illinois, Consultant in the substance abuse prevention field

View other comments

The CTB is a service of the **Work Group for Community Health and Development** at the University of Kansas.
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Evaluating the Initiative:

Narrative Outline for Evaluating Initiatives (with links to how-to sections of the Community Tool Box)

1. Identify stakeholders (i.e., people or organizations that have something to gain or lose from what will be learned from the evaluation and what will be done with that knowledge). Include:
   a. Those involved in the initiative or program operations (e.g., community members, sponsors, collaborators, staff)
      Chapter 3, Section 1: Developing a Plan for Identifying Local Needs and Resources
   b. Those served or affected by the program or initiative (e.g., targets and agents of change in the community, community organizations, elected officials, residents).
      Chapter 3, Section 2: Understanding and Describing the Community
   c. Primary intended users of the evaluation (e.g., grantmakers and funders, program or initiative staff, university-based researchers).

   Chapter 36, Section 3: Understanding Community Leadership, Evaluators, and Funders: What Are Their Interests?
   Chapter 36, Section 4: Choosing Evaluators
2. Describe the program - create a summary explaining what the program or initiative is trying to accomplish and how it is trying to bring about the changes. It should include:
   a. A statement of need (i.e., what is the nature of the problem or goal, who is affected, how big is it, and is it changing?)
      Chapter 8, Section 2: Proclaiming Your Dream: Developing Vision and Mission Statements
   b. A statement of expectations (i.e., what are the initiative's or program's intended results, what has to be accomplished for success?)
      Chapter 8, Section 3: Creating Objectives
   c. Activities identified or implemented to bring about change
      Chapter 8, Section 5: Developing an Action Plan
   d. Resources both needed and available to conduct activities (e.g., time, talent, equipment, information, money)
      Chapter 3, Section 1: Developing a Plan for Identifying Local Needs and Resources
      Chapter 3, Section 8: Identifying Community Assets and Resources
      Chapter 18, Section 3: Identifying Targets and Agents of Change: Who Can Benefit and Who Can Help
   e. The program or initiative's stage of development - Indicate how the program/initiative's stage of development (e.g., planning, implementation, maintenance) affects the goal of the evaluation
      Chapter 9, Section 1: Organizational Structure: An Overview
   f. Context - Categorize environmental features that could potentially affect the initiative or program (e.g., community history, geography, politics, social and economic conditions).
      Chapter 4, Section 4: Talking About Risk and Protective Factors Related to Community Issues

TROUBLESHOOTING GUIDE FOR SOLVING PROBLEMS:
Common Problems, Reflection Questions, and Links to Support Tools

8. There is **not enough action** to promote change.

SOME REFLECTION QUESTIONS:	SOME CTB SUPPORTS:
Does our group know the specific changes we want to make?	Toolkit: Developing Strategic and Action Plans Chapter 1, Section 9: Chapter 8, Section 5: Developing an Action Plan Chapter 17, Section 4: Analyzing root Causes of Problems: The "But Why?" Technique Chapter 17, Section 7: Putting Your Solution into Practice Chapter 19, Section 2: Understanding Risk and Protective Factors: Their Use in Selecting Potential Targets and Promising Strategies for Interventions
Do we have enough members to carry out our actions?:	Toolkit: Increasing Participation and Membership Chapter 7, Section 1: Developing a Plan for Increasing Participation in Community Action Chapter 7, Section 2: Promoting Participation Among Diverse Groups Chapter 7, Section 3: Methods of Contacting Potential Participants Chapter 7, Section 4: Writing Letters to Potential Participants Chapter 7, Section 5: Making personal Contact with Potential Participants Chapter 7, Section 6: Involving Key Influentials in the Initiative Chapter 7, Section 7: Involving People Most Affected by the Problem Chapter 11, Section 1: Developing a Plan for Involving Volunteers Chapter 11, Section 2: Recruiting Volunteers Chapter 18, Section 3: Identifying Targets and Agents of Change: Who Can Benefit and Who Can Help Chapter 30, Section 4: Recognizing Allies Chapter 30, Section 6: Encouraging Involvement of Potential Opponents as well as Allies
Is our group well organized?	Chapter 1, Section 8: Some Lessons Learned on Community

Ask an Advisor

Ask an Advisor is a resource to provide brief, personalized responses to some of your questions about community work (for example, questions about planning, assessment, participation, leadership, advocacy, or evaluation).

If you seek answers to questions related to community work, please type the question in the space provided. We will answer questions that can be addressed with our resources.

Best wishes to you in your important work.

Question:

Name:

Email:

Submit

Links

Browse Ask An Advisor Questions/Answers

Meet the CTB Ask an Advisor Team

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Translation and Cultural Adaptation of the CTB

- With NGO or University Partner: Cultural adaptation to reflect issues and context of the Region (e.g., U.N. Millennium Development Goals, violence)
- With Translation Partner: Translation of the more than 7,000 page CTB
- Some Priority Languages: Arabic (pending), French, Portuguese, Hindi, Chinese, Russian

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English | Español

Caja de Herramientas Comunitarias

Caja de Herramientas Comunitarias
Materializando Soluciones
http://ctb.ku.edu/es/

Buscar en la CHC
Ir

Nuestra Misión

Promover la salud y desarrollo comunitarios conectando personas, ideas, y recursos.

¡Le invitamos a firmar nuestro libro de visitas!

La Caja de Herramientas Comunitarias es el recurso más amplio del mundo para información gratuita acerca de las habilidades esenciales para construir comunidades más sanas. Ofrece más de 7.000 páginas de guía práctica en la creación de cambio y mejora, y está creciendo como un recurso global para este trabajo.

Para elegir su camino en la CHC, haga clic sobre una de las etiquetas de color morado en la parte superior de la página, o a la derecha, bajo "¿Qué desea usted hacer hoy?"

Por favor, haga clic sobre las opciones en la parte

Bienvenido a la Caja de Herramientas Comunitarias

¿Qué desea usted hacer hoy?

Aprender Más Acerca de Utilizar la CHC

Lea una descripción breve acerca de cómo utilizar la CHC y encuentre un marco de trabajo relacionado para guiar su trabajo comunitario.

Tabla de Contenidos

Guía práctica paso a paso en habilidades específicas en construir comunidad, disponible en más de 300 secciones.

Hacer el Trabajo

Conjuntos de herramientas que describen tareas clave, ejemplos y apoyo para 16 competencias básicas o áreas de habilidad.

Resolver un Problema

Guías para la resolución de problemas identifican desafíos comunes de hacer este trabajo, preguntas para la reflexión, y vínculos a apoyos.

Usar Enfoques Prometedores

Apoyo para el despliegue de procesos clave para promover el cambio y la mejora, y vínculos a bases de datos para las mejores prácticas.

Conectar con Otros

Aprender de otros haciendo una pregunta a un asesor, y vinculándose a otros recursos en línea.

¡Gracias por producir una diferencia!

Servicios a Medida

Nosotros ofrecemos servicios hechos a medida tanto en línea como para imprimir, basados en la CHC y capacidades relacionadas.

- Sistemas de Evaluación y Documentación a Medida
- Currículo de la CHC

La CHC Aumenta el Alcance Global

Personas de naciones alrededor del mundo están voluntariamente traduciendo y adaptando culturalmente las herramientas de construcción de capacidad comunitaria al **Español**, **Árabe** y **Portugués**. Más de un tercio de millón de visitas adicionales llegan cada año de países fuera de los EE.UU., pero nuestra visión es llegar aún a más personas a lo largo y ancho del mundo. Sin financiación para estos esfuerzos, nosotros estamos confiando en personas como usted quienes desean producir una diferencia ayudando a traducir y adaptar culturalmente estas herramientas. Para más información, por favor envíe un e-mail a toolbox@ku.edu o llámenos al (+1) (785) 864-0533.

خدمات مكيّفة لتلبية حاجاتك

نقدّم موارد إلكترونية ومطبوعة معدّة على أساس حاجاتك تستند إلى "عدة العمل المجتمعي" والإمكانيات المتصلة بها.

أنظمة التقييم والتوثيق المكيّفة لتلبية حاجاتك

منهاج "عدة العمل المجتمعي"

"عدة العمل المجتمعي" توسّع دائرة الوصول العالمي

يتطوّع أشخاص من بلدان حول العالم لترجمة أدوات بناء قدرات المجتمع المحلي وأقلمتها ثقافياً باللغة **الإسبانية والعربية والبرتغالية**. فأكثر من ثلث ما يفوق المليون "جلسة للزوار" (على الموقع) تكون من خارج الولايات المتحدة، إلا أننا نتطلّع إلى الوصول إلى عدد أكبر حتى حول العالم. وفي ؟ غياب تمويل هذه الجهود، فنحن نعتمد على أشخاص مثلك يرغبون بإحداث فرق من خلال ترجمة هذه الأدوات، وأقلمتها ثقافياً. للمزيد من المعلومات، نرجو أن ترسل بريداً إلكترونياً إلى toolbox@ku.edu أو أن تتصل بمركزنا في الولايات المتحدة على الرقم 0533-864-(785) .

ماذا يقول المستخدمون

"أنا في طريقي لتقديم عرض عن "التنمية المجتمعية المرتكزة على المقدّرات والتنظيم المجتمعي" أمام المؤتمر الدولي للأبنية السكنية الخالية من الجريمة وأنا أحمل الخبر السار عن "عدّة العمل المجتمعي" معي!"

إيفا ياكوتيس-ماكنيلEva Yakutis-Mcniel ، ريفرسايد، كاليفورنيا
مكتب الأحياء، المديرة في المدينة

أهلاً بك إلى "عدة العمل المجتمعي"

ماذا تريد أن تفعل اليوم

التعرّف أكثر إلى كيفية استعمال "عدة العمل المجتمعي"

إقرأ وصفاً موجزاً عن كيفية استعمال "عدة العمل المجتمعي" واعثر على إطار عمل مرتبط بها لتوجيه عملك في المجتمع.

ولوج فهرس المحتويات

استعمل التوجيه العملي الذي يقودك خطوة خطوة إلى مهارات محدّدة في بناء المجتمع المحلي فالدليل متوافر في أكثر من ثلاثمئة قسم.

القيام بالعمل

تحدّد "حقائب الأدوات" الإطار العام للمهام الرئيسية والأمثلة والدعم في 16 كفاءة أساسية أو مجال من المهارات.

حل مشكلة

دليل حلّ المشكلات يحدّد التحديات مشتركة أمام القيام بهذا العمل، وأسئلة للتأمل، وروابط (على الشبكة) لخدمات الدعم.

استعمال مقاربات واعدة

تقديم الدعم من أجل تطبيق العمليات الرئيسية لترويج التغيير والتحسين، وتوفير روابط لقواعد البيانات الخاصة بالممارسات الفضلى.

الاتصال بالآخرين

تعلّم من الآخرين من خلال طرح سؤال على مستشار والربط بمصادر أخرى على شبكة الإنترنت.

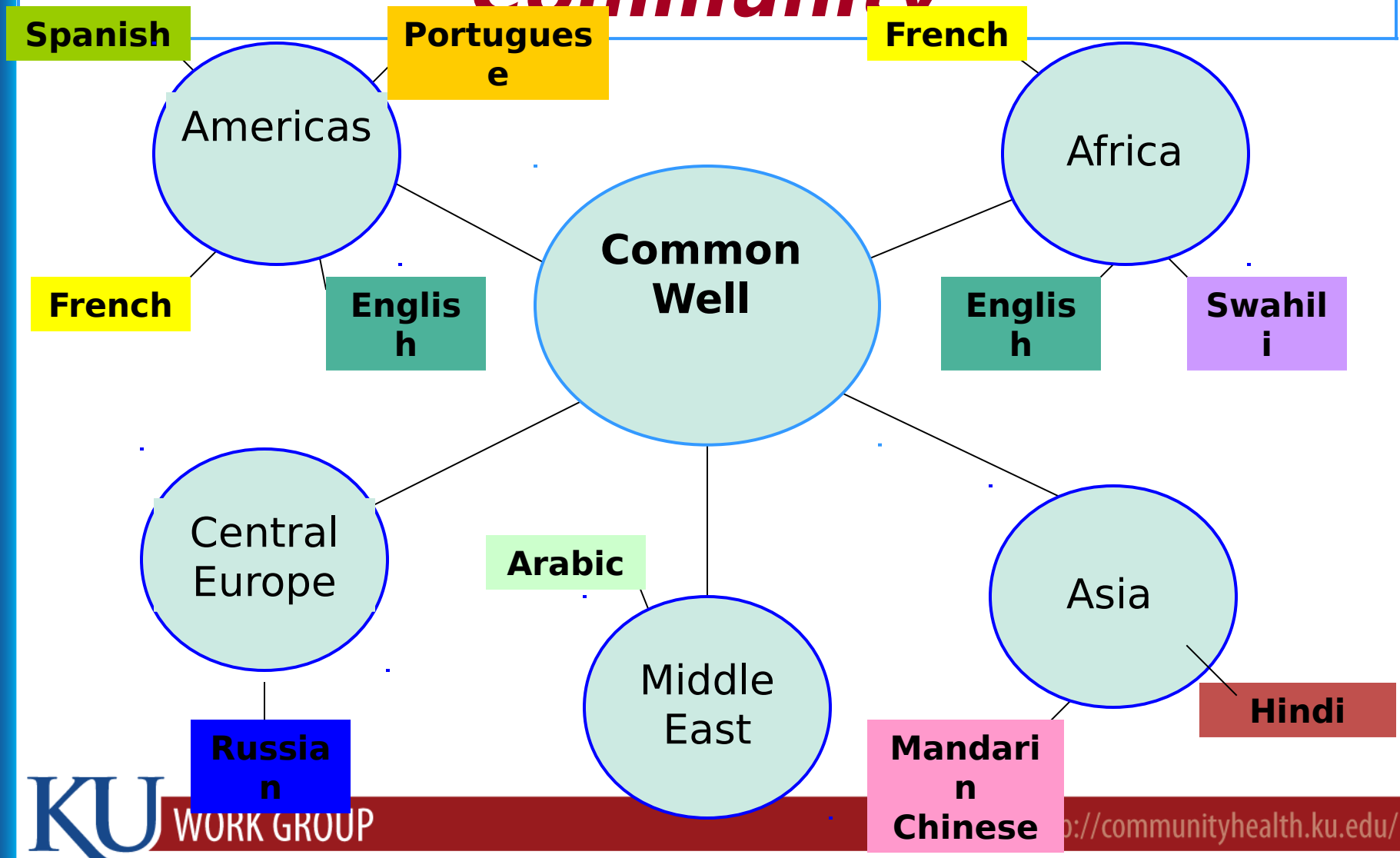
نشكرك لأنك تحدث فرقاً !

تُعتبر "عدة العمل المجتمعي" أكبر مورد في العالم من المعلومات المجانية حول المهارات الأساسية من أجل بناء مجتمع محلي سليم. فهي توفر ما يزيد عن 7000 صفحة من الارشاد العملي نحو إحداث التغيير والتحسين.

لاختيار سبيلك عبر "عدة العمل المجتمعي"، يكفي أن تنقر على علامات الجداول البنفسجية في أعلى الصفحة أو إلى اليمين تحت عنوان "ماذا تريد أن تفعل اليوم؟" مباشرة.

الرجاء أن تنقر على الخيارات في أسفل هذه الصفحة لمعرفة المزيد عن "عدة العمل المجتمعي"، أو اشترك في الرسالة الإخبارية الإلكترونية، أو اتصل بنا. ولا تنسَ أن توقع سجل الضيوف.

Capacity Building in a Global Community



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Some COIN Lessons Learned (28 Oct 09)

- Engage the people
- Build relationships
- Understand the local situation
- Seek out the underprivileged
- Build community structures
- Be responsive to the people
- Support good, accountable governance

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Dialogue: Building Capacity

- What do people need to be able to do to create conditions for a lasting peace?
- How will we assure access to supports for learning and doing this work?

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